

9 September 2019

Ms. Emma Best MuckRock News DEPT MR 46969 411A Highland Avenue Somerville, MA 02144

Reference: F-2018-00628

Dear Ms. Best:

During a recent shelf review we discovered that we had not responded to your 5 June 2018 letter asking for the status or an estimated completion date concerning your 26 December 2017 Freedom of Information Act request. We apologize for this administrative oversight.

Please be assured that your request is still in process. We can appreciate your concern with not having received a final response to your request. It is the overwhelming number of requests and their complexity that causes delays in our responses. We are making every effort to complete it as soon as possible. Per your request, we have checked on the status and have been provided an estimated completion date of 15 April 2020. Please note, this is only an estimated date and is subject to change. If you have not heard from us by the identified date, please do not hesitate to reach out. Meanwhile, we appreciate your patience and understanding while we continue to process your request.

Sincerely,

Mark Lilly

Information and Privacy Coordinator